To: All Providers

RE: Changes to the Provider Assistance Call Center

The EDS Provider Assistance Center will offer expanded hours and services to assist providers during the upcoming implementation of the new Medicaid claims processing system. In addition, a second toll-free number will be available beginning Monday, February 25, 2008 to answer a limited set of basic Medicaid-related questions (See chart below). Provider Assistance Center hours of operation will be:

February 25th through March 7th: 7:30 a.m. to 7:00 p.m., Monday-Friday
Beginning March 10th: 7:30 a.m. to 5:30 p.m., Monday-Friday.

These hours will continue for several weeks before returning to the normal business hours of 8:00 a.m. to 5:00 p.m. Please refer to the chart below to expedite the service you receive **effective February 25, 2008:**

Call Type	Subject Matter	Number
Basic Medicaid Related Questions	• Recipient eligibility verification • Retro eligibility information • Benefit limits (usage) • Newborn/Unborn numbers • PMP assignments • Lock-In assignments (Pharmacy & Physician) • Provider Payment information (Check amounts)	1-866-586-0961 (nationwide) This number will be active on February 25, 2008. Until that time, continue to call the normal Provider Assistance numbers.
Provider Assistance	• Claim Status • Claim Form Billing Questions • Remittance Advice Questions • Other Insurance Information • Procedure Code Pricing • Drug Code Pricing Information • Prior Authorization Information • Modifier Information	1-800-688-7989 (select option 2) Out of state providers must call (334) 215-0111 during business hours and ask to be transferred.
EMC Help Desk	• Web Portal Access and Usage • Trading Partner ID Assignments • Trading Partner File Upload and Download • PES Upgrade and Setup • Interactive Pharmacy Submissions	1-800-456-1242 or email at AlabamaSystemsEMC@eds.com Out of state providers must call (334) 215-0111 during business hours and ask to be transferred. Monday – Friday: 7AM to 8PM Saturday: 9AM to 5PM

Avoid waiting by using these automated tools:
In addition to speaking with a customer service representative, EDS offers the following automated options for providers who prefer to use self-help tools.

	Subject Matter	Number
Automated Voice Response System (AVRS)	• Check Amounts • Claim Status • Eligibility, Benefits, or Other Insurance • Drug Pricing/NDC Information • Procedure Code Pricing Information • Prior Authorization Number Verification • Recipient Household Information	1-800-727-7848 (24/hr access) Out of state providers must call (334) 215-0111 during business hours and ask to be transferred.
EDS Secure Web Portal	• Recipient Eligibility Verification • Household Inquiry • Enter a Claim • Prior Authorization Search • PA Status Search for Non-Pharmacy Claims Only • Enter a Prior Authorization • Check Claim Status • Search for a Patient 1st Provider • Download Remittance Advice (RA)	https://medicaid.alabamaservices.org/ALPortal NOTE: The Web Portal will go live on Monday, February 25, 2008.

Additional information and links are available at Medicaid's website : www.medicaid.alabama.gov

February 15, 2008